RFP-10-15
Victim Compensation Claim (VCC) System Application
RESPONSE TO QUESTIONS

Q1)   Is it possible to get a WebEx type demo of the existing system created for phase one?

A1) Yes, a demonstration of the Victims Compensation system (Phase One) can be made available. It is possible to utilize WebEx for this demo.

Q2)   Can we get the design document and any other technical documentation created for the phase one effort?

A2)   Design and technical documentation will be made available to the successful vendor from Sterling Creek.

Q3)   Can you provide a copy of the contract with Sterling Creek?

A3)   There is no contract, as this service provided in conjunction with an existing contract between Sterling Creek and the Indiana Office of Technology.

Q4)   Can you clarify the level of data conversion required for the RFP?

A4)   Sections 8.1 and 8.2 of the RFP regarding Functional Requirements have been satisfied in Phase One. The Microsoft Access database was corrupt and unusable. Therefore, data conversion from Excel spreadsheets has been accomplished.

Q5)   Would you please identify which items of the Functional Requirements identified in the RFP the ICJI already considers met in phase one of the system?

A5)   Please refer to Appendix A, Functional Requirements Table (attached).

Q6)   1.4(p.3) – Please specify components being replaced in Phase One and completion date?

A6)   Please refer to Appendix A, Functional Requirements Table. Sterling Creek believes those items identified as "Met" will be completed no later than December 1, 2009.

Q7)   1.12 (p.18)--Does ICJI currently accept applications for victims compensation via the internet?

A7)   No; applications are accepted by in-person, fax or U.S. Mail.

Q8)   Who will be the users of this system? Are they victims, providers, advocates, ICJI staff, or all the above? Who is the primary "audience" that will be using this feature?

A8)   Users will include victims, service providers (medical and victims services), agencies, victims' advocates, as well as ICJI staff. The primary audience is all of these entities.

Q9)   1.34 (p.19)--Please explain what the external system is and purpose of synchronization? How often do they need to be synchronized?

   A9)   A system designed to include a database of medical diagnosis and medical procedure codes. This system has not yet been developed, but will utilize standardized medical and diagnosis codes standard to the medical industry. The anticipated synchronization could occur on demand, or by a scheduled timeframe.

Q10)   1.38 (p.19)--What are you referring to with regard to the "Inbox", are you referring to Microsoft Outlook?

   A10)   No, the "Inbox" is simply the user's queue of applications within the actual VCC system.

Q11)   1.39 (p.19)--Does this relate to the scanning in documents and being able to view them electronically? If yes, the document imagining module had "nice to have", but this one is a mandatory requirement. Please clarify.

   A11)   No, this item simply refers to the ability of a claims analyst or supervisor to look electronically at the user inputted information in the form of a case or claim file. The document imaging portion of the RFP refers to "nice to have"; it is not an integrated part of reviewing an entire claim or case file by the user electronically. Document imaging would be used to image, attach and store all external documents to a claim file.

Q12)   1.66 (p21)--Could you provide an example of an approval workflow that would need modification? (Item 1.66, page 21)

   A12)   An approval workflow would be the line or "chain of command" that a claim would have to go through to ultimately be approved and paid. For instance, the claims analyst would make an initial recommendation; the claims supervisor would then approve or disprove; the Victims Services Director then would have ultimate approval. Should a person be inserted or deleted from this workflow, there would be a need to change that within the system. This is defined in Indiana Code 5-2-6.1. This also will be described during the "Define" phase.

Q13)   1.85 (p22)--Is a sex crime application an application to pay for a sexual abuse exam, or is it a full application that covers the same benefits as a violent crime application?

   A13)   Please refer to Indiana Code 5-2-6.1-39 regarding "Payment of forensic medical exams and additional forensic services". The Sex Crime application is ALWAYS submitted by the medical provider. The Sex Crime application is a totally separate process and separate application from the Violent Crime application.

Q14) 4.5 (p23)--Please specify the purpose of integration with the Joint Technology and Computerization of the Indiana Supreme Court.

A14) JTAC specifically is implementing the Clerk's Financial System. This system would be useful during claims investigation, as well as case tracking for recovery of punitive damages, restitution and awards.

Q15) 5.11 (p24)—Please specify number of staff at ICJI that will be using the system.

A15) ICJI anticipates ten users, from data entry, claim analysts, supervisors and general counsel.

Q16) 8.1 (p26)—What type of data is stored in the spreadsheet? Does this also contain case specific data or is it used to store reporting data?

A16) This question and functional requirement has been rendered moot, as all data has been converted in phase one.

Q17) 8.2 (p26)—How many tables in the Access database? Is your current case management system also in MS Access or is there a different front end client?

A17) This question and functional requirement has been rendered moot, as all MS Access data was too corrupt to utilize. There is no current computerized case management system, other than what was created by Sterling Creek, and identified in Appendix A, Functional Requirements Table (met and unmet needs).

Q18) Was there a custom built application? If not please specify the product name and version, and when the system was implemented.

A18) Phase One is a custom built application by Sterling Creek. Prior to this, there was no custom built application.

Q19) Does your current system interface with Encompass, JTAC or any other outside system?

A19) No.

Q20) Do you have an appeals process for cases? Does this need to be tracked in the system?

A20) Yes, please refer to Indiana Code 5-2-6.1-24 through and including Indiana Code 5-2-6.1-30. Although not required in the RFP, tracking would be an additional element ICJI would find desirable.

Q21) Please specific the current operating systems and versions being used at ICJI?

A21) ICJI uses Windows XP Service Packs 2 and 3, Version 2002.

Q22) Please specify if ICJI has Microsoft Office. If yes, please specify version.

A22) ICJI uses Microsoft Office 2007.

Q23) In the meeting, there was discussion that the project is funded by the American Recovery and Reinvestment Act. Do you have any of the requirements that this project must adhere to if funding is provided by that? For example, the Director indicated that all work coming out of this would be available to other States free of charge. Can we assume this does not include the base product licensing costs, but only the additional custom work that comes out of this project?

A23) Requirements under the American Recovery and Reinvestment Act can be found under Public Law 111-5, signed February 17, 2009. All software products developed with federal grant money MUST be made available for free to other federal grantees, without regard to licensing fees.

Q24) Can you confirm when the MS Access system that ICJI is using crashed? Is it unusable to date?

A24) The MS Access database is corrupt and unusable and will not be incorporated for purposes of this RFP.

Q25) Which Phase One components are currently being used for processing claims today?

A25) Those functional requirements accomplished in Phase One are listed in Appendix A, Functional Requirements Table.

Q26) (Requirement 7.2, p. 25) On the RFP in 7.2 (p.25), it indicated Oracle was also supported. However, in the pre-proposal conference, it sounded like only SQL Server was supported. Please clarify and also whether Oracle is still an option?

A26) Currently only SQL is supported; phase one is set up on ASP.NET 3.5. ICJI and IOT will entertain Oracle options, if they completely meet all RFP requirements. Phase one completed by Sterling Creek is based on ASP.NET 3.5 and the database is Microsoft SQL server 2008.

Q27) In the pre-proposal conference, June '10 was the target for completion of this project. Based on the situation, it appears the ICJI needs a solution as soon as possible. However, is this date based on a hard constraint or is it an estimated date?

A27) This is a date based on estimation. Time is of the essence with regards to this contract.

Q28) What is the budget amount identified for this project?

A28) This is a competitive procurement and therefore the budget will not be disclosed.

Q29) What is the expected "go live" date?

A29) This is a competitive procurement, and therefore a "go live" date will be part of the negotiation and contract process. Go live is tentative set for late July of 2010.

Q30) The RFP explicitly states that the system will be custom developed for ICJI, but the cost structure allows for licensing. What is the intent of licensing for a custom product?
A30)   As indicated in the Crowe Final Report (p.31), licensing would be a factor regarding utilization/customization of an existing system.

Q31) Can the vendor customize an existing product to meet the needs stated in the RFP?
A31)   Yes, as long as the Functional Requirements in the RFP are met. ICJI would need to first review the solution to evaluate if it meets the business needs of the agency, as well as determining if the solution fits technology requirements, as well as integration and licensing costs.

Q32) In section "1.4 Summary Scope of Work" it states, "the new system will replace existing system components except those components replaced in the phase one portion of this project—currently in progress by Sterling Creek company." What are the portions of the phase one project components being worked on by Sterling Creek? What is the anticipated working relationship between Sterling Creek and the chosen vendor?
A32)   These portions and components are identified in Appendix A, Functional Requirements Table (attached). It is anticipated that Sterling Creek will work closely in concert with the selected vendor to ensure successful deployment of the business solution.

Q33) In the Functional Requirements section of the RFP, item 1.55 states, "Ability to interface with Social Security Administration to verify victim's social security number." Is there information available to the state that can be shared on requirements for interfacing with the SSA system? Will the selected vendor be required to register with the SSA system in order to build an interface to the SSA system?
A33)   Currently, a number of agencies within state government have interface with the SSA system. The Indiana Office of Technology will have information available regarding state requirements.   Technical specifications and requirements from the Social Security Administration should be procured through the Social Security Administration, as this is a federal agency. Appropriate application program interfaces that meet technical approval from the Social Security Administration must be utilized.

Q34) Functional requirements item 1.61 states, "Ability to modify application approval rules without the help of technical support." Is this requirement referring to changing the pre-defined business rules mentioned in item 1.60, which states "Ability to prevent the approval of an application based upon pre-defined business rules."?
A34)   1.61 speaks to changing users who are able to approve claims within the system. 1.60 is similar, but is related to those users who are not allowed to approve claims. (Such as data input users).

Q35) Functional requirement 5.11 states "Ability to track number of users in the system at a time." Is the requirement referring to a real-time count of logged in (currently online) users? Or is the requirement referring to the ability to run a report of all system users who currently have access?

    A35) Yes, the requirement speaks to both a real time count of logged in users as well as tracking all system users with access.

Q36) Where can the regulations and exchange standards be found for Global Justice XML and the National Information Exchange Model be found?

    A36) The following are resources for the Global Justice XML:

http://www.it.ojp.gov	Office of Justice Programs (OJP) Information Technology (IT) Initiatives Web site.
http://www.it.ojp.gov/gjxdm	Global JXDM main page.
http://www.it.ojp.gov/jxdm	This page; the place to find all Global JXDM releases.
Contact OJP	Contact page for general questions, recommendations for future enhancements, requests for support or training, and other concerns.
Global JXDM Listserv	Application for the Global JXDM Listserv; a community of interest for developers, practitioners, and other interested persons to promote the exchange of ideas and experiences associated with the Global JXDM.
Global JXDM Knowledge Base and Helpdesk	On line technical support and a knowledge base for the Global JXDM.
Global JXDM Feedback	Bugzilla-driven comment page for technical bugs, questions, and modifications to the current release.
Schema Subset Generation Tool (SSGT)	An on-line software tool for searching and navigating the Global JXDM, and for generating Global JXDM schema subsets. We recommend you read the SSGT instruction page before you use this tool for the first time.

      a. The National Information Exchange Model can be found at www.niem.gov .

Q37) Functional Requirement 8.1: Are all records found in spreadsheets formatted the same? Can we view an example of a spreadsheet? Will the data be "scrubbed"?

    A37) Functional Requirements 8.1 and 8.2 have been rendered moot, as Phase One has incorporated all data scrubbing and input.

Q38) Function Requirement 8.2: How many tables are in the Access database?

    A38) Functional Requirement 8.2 has been rendered moot, as no information could be utilized from the Access database due to data corruption.

Q39) During the bidder's conference, members of the CJI indicated they previously visited the Commonwealth of PA and viewed their victim assistance system, DAVE. You indicated they system was "Awesome, but was not of an acceptable platform". Would CJI entertain a proposal that delivered the PA DAVE system that was migrated to .NET SQLSERVER platform?

  A39) Yes, CJI would entertain the proposal to create the Pennsylvania system on a .NET SQL server platform as long as all elements of the RFP are met. Currently, phase one is operating on ASP.NET 3.5, with the database as a Microsoft SQL Server 2008.

Q40) Can you make available the Crowe business and technical assessment report?

  A40) That document was previously posted to the RFP host page. Please view the link titled 'Technology Report.'

Q41) Page 3 Section 1.4 Summary Scope of Work states that you have a redefined your business process. Can you share the process redesign documentation to better understand the functionality documented in your requirements?

  A41) Yes, Sterling Creek will cooperate with the successful vendor regarding design documentation.

Q42) Page 3 Section 1.4 of the Summary Scope of Work states that CJI has a phase one project with Sterling Creek. Can you identify the specific scope work of this project and how it relates to this procurement? If the scope of work of this project involved a systems implementation: What was the development platform and database platform used for that project? Will there be a need to build interface to the components that are being developed by Sterling Creek?

  A42) The scope of work that has been met in phase one regarding the RFP can be found in Appendix A, Functional Requirements Table (attached). The platform is ASP.NET 3.5 and the database is Microsoft SQL Server 2008. Sterling Creek will cooperate with any need to develop an interface to phase one functionality.

Q43) Given the fixed-bid nature of this contract and the need to obtain the information requested to accurately estimate the work, would CJI consider extending the due date of the proposal two weeks?

  A43) Yes, a new proposal due date will be identified when this document posts.

Q44) What is the expected usage of the system specifically: Active Concurrent Users or Number of Named Users, User Growth per Year, and Average Number of Transactions per Day?

A44) Active concurrent users could be as many as ten. There likely would be zero user growth. The average number of transactions is dependent on the development of the system. It also depends on the definition of a transaction. If a transaction is defined as the input of a data element within a file or claim, then each user could possibly have over 1,000 transactions per day.

Q45) Please indicate the resources (both skill set and FTE's) that the State will supply to this project.

A45) ICJI will supply all necessary users, supervisors and general counsel that currently are responsible for the Victim Compensation system. The Indiana Office of Technology will supply necessary FTE's for any IOT issues; this item will be a negotiated portion of the final contract.

Q46) The RFP notes the following "The new VCC system is to be custom-developed; it can be designed to meet all of ICJI requirements except the document management and workflow requirements". Please describe the system requirements for document management and workflow that the system must contain.

A46) Document management and workflow requirements will be discussed during the "Define" phase.

Q47) The RFP indicates term of the contract shall be for a period of four (4) years from the date of contract execution. Please indicate the desired duration of the project leading up to go-live. Does the State intend to contract for the maintenance and support of the application after go-live?

A47) The anticipated date of "go live" is late July of 2010. The state intends for the remainder of the contract to consist of maintenance, support and continued development of the VCC system.

Q48) Does the agency have an implementation timeline for this project? Are there any critical milestone dates that need to be considered in a proposed project schedule?

A48) An implementation timeline will be developed with the successful vendor during contract negotiations. Included in this process will be critical milestone dates that need to be considered in a proposed project schedule.

Q49) Section 2.4.3.3 states that the system must allow back-up and restore for IOT's disaster recovery process. Does this requirement pertain to both the backup/restore (e.g., file recovery, nightly backups, etc.) and the disaster recovery process (e.g., data center goes down)?

A49) Section 2.4.3.3 states that this requirement is for the IOT disaster recovery process. It does not pertain to normal data backup.

Q50) Section 2.4.4.7 of the RFP states: Describe how you will provide effective training for the IOT support staff. Are training participants limited to the "IOT support staff?" The section on "standard phases" mentions end-user training but the Technical Proposal section of the RFP does not request information on end-user training? If end-user training is within scope, would that include both the CJI staff and external user (victims, etc)? How many of each audience group?

A50) Training participants would not be limited to IOT support staff. End user training would be an absolute necessity regarding the standard phase. Only IOT personnel would need technical training on the system. End user training would ONLY include ICJI personnel. A maximum of fifteen people, including users and IOT would be involved in training. Training documentation (or "help" documentation for the external user should be incorporated to assist in ease of functionality.

Q51) Is Sterling Creek precluded from bidding on this procurement?

A51) No.

Q52) Can you make available the Sterling Creek contract?

A52) There is no contract with Sterling Creek specific to this project. Sterling Creek works in conjunction as a contractor with IOT.

Q53) Did CJI have assistance in developing the RFP? If so, by whom and are they eligible to bid on this RFP?

A53) This RFP was developed by the ICJI's executive director. Neither Crowe nor Sterling Creek were directly consulted in the development of this RFP. Data from the original Crowe consulting report was used to develop the RFP.

Q54) It is our understanding that in 2007 Crowe was hired to assist the State with their business processes and evaluating system options in the market. Is Crowe precluded from bidding on this contract?

A54) No.

Q55) Can you make available the Crowe contract?

A55) The agreement with Crowe was based on the issuance of a BPA project and award of a subsequent work order. A small group of contractors held base agreements with IOT as BPA (Business Partner Alliance) vendors. There was no direct contract between Crowe and the CJI; however, the resulting work order and a change order have been posted to the website.

Q56) Traditionally, in government procurements vendor's which assist a State agency in pre-project activities are precluded from bidding on the subsequent project or their respective

contracts encompass both the pre-project and project activities. Why did CJI create an RFP for the requested scope of work instead of amending and extending the existing contracts of Crowe and/or Sterling Creek? How does CJI plan to create an equal playing field for the vendor community if the Crowe and Sterling Creek are not precluded from bidding?

A56) ICJI and IOT did not contract with Sterling Creek for phase one, as Sterling Creek was a QPA service vendor to the Indiana Office of Technology. The Board of Trustees of the Indiana Criminal Justice Institute decided not to go forward utilizing Crowe initially; therefore there was no contract for implementation, only for consulting. Given the fact that there is no contract with Sterling Creek, and the amount of time that has elapsed since the initial consulting report by Crowe, the RFP process was utilized to ensure fairness in the procurement process. ICJI and IOT will adhere to all State of Indiana procurement laws, and will adhere strictly to all standard policies and procedures regarding procurement to ensure a level playing field for all vendors. Both Sterling Creek and Crowe, by law, are not precluded from bidding.

Q57) 1.1 Should the Victim register first? Is authorization granted immediately upon registration or is there an approval process involved?

A57) Authorization would be granted immediately upon valid registration. The Victim, advocate or service provider would need to register first prior to inputting data.

Q58) 1.2 Are these the only two types in scope for this?

A58) There are two types; Sexual Assault claims, and Victims of Violent Crimes claims.

Q59) 11.3 Are there any requirements to hide information as it is typed (SSNs,etc.) and / or encrypt data as it is gathered from the user?

A59) SSNs would be necessary for user verifications of claimants. However, confidentiality rules and federal regulations require redaction of social security numbers from published reports or public documents that are created by the system. Necessary encryption and standards required by the Social Security Administration should be followed. Indiana Office of Technology standards will be discussed during the "Define" phase.

Q60) 1.4 Are there logical flow charts that are already defined for the application questionnaire process already? Or is this going to be part of the "Define" phase?

A60) There is an application questionnaire that was incorporated in Phase One of the system. However, refinement for this RFP will be conducted in the "Define" phase.

Q61) 1.6 What is defined as "flagging" in this case? Is it sufficient to have a field in the database that indicates whether the applicant is a minor or not? Are there any additional steps here beyond this?

A61) Flagging could consist of alerting the user of additional considerations, or could divert the user to input additional application requirements in other data fields. For instance, if a claimant is a juvenile, it is contemplated that the questions regarding notification of Child Protective Services be notated in the application. Flagging will be defined in the "Define" phase.

Q62) 1.7 What checks are desired to verify the e-mail address (eg: user could put in someone@somefirm.com which would pass typical validation).

A62) Typical industry standards would suffice for email verification.

Q63) 1.7 Is e-mail mandatory…what if the applicant doesn't have an e-mail (a faxed / hand submitted app)?

A63) No, email is not mandatory.

Q64) 1.7 Are notes just text based notes or is there a requirement for attachments to Notes? Should the Notes tied to the application or to the field / question level within the application?

A64) Notes are simply text based notes. Notes should be tied to the particular application field denoted in the application question.

Q65) 1.8 Should Notes be "modifiable"? If so, any restrictions on who or up to what time in the app's lifecycle?

A65) Notes should be modifiable, but tracking should allow for determining which user changed the data, and the date and time changed.

Q66) 1.9 Should the capture include just the role or name, and / or other details?

A66) The capture should include the role, name and other specific and necessary data contained in the written application.

Q67) 1.10 Is the typical "Accept" or "Decline" to Proceed radio button control set sufficient? Or are we to capture any other information?

A67) Verification with all terms and conditions would be listed with this "Accept"/"Decline" button.

Q68) 1.11 Any specific requirements / standards for this?

A68) Current industry standards of accepted technical practices will apply.

Q69)   1.13 Is the desire to save the partial application on the client / user machine or to be able to save it as an unfinished application tagged to the user's account in the database so that they can retrieve later to finish? Is it also desired to allow the user to be able to cancel a submitted application within a certain timeframe after submission?..for example until processing begins

A69)   Yes to both saving on the client machine, and tagging it to the user's account. A user should be able to cancel a submitted application.

Q70)   1.14 Is it desired to keep the copy of the application if it is cancelled / any other audit trail?

A70)   Yes.

Q71)   1.15 Will all fields that are "required" be identified during "Define" phase?

A71)   Yes

Q72)   1.16 Is the case number to be generated within this application's database or is it coming from another source?

A72)   This number can be generated by the designed system. This standard has been accomplished in phase one.

Q73)   1.19 Any additional / special information needed to be entered in such a case? Any difference in the information capture process for such a case?

A73)   No, no additional information nor difference in capture.

Q74)   1.21 Will PDF qualify as sufficient for this? Is there any formatting that needs to be applied beyond a WYSIWIG reproduction of the form displayed?

A74)   PDF will be sufficient. No other formatting would be necessary unless determined differently in the define phase.

Q75)   1.22 What is desired in this "Flagging" process…is it enough to just set a bit field or are there any additional steps beyond that?

A75)   Flagging specific eligibility criteria is necessary to determine 1) whether additional information is needed 2) which of the two applications is desired 3) if the entered criteria allows for the application to continue 4) determining if Child Protective Services was or should be notified.

Q76) 1.23 Should these Edits be applied comprehensively or should these be as detected? For instance, if the user enters ineligible information in multiple fields, should the user be informed at the end of all the ineligible fields, or just the first field in the sequence and then the next field in the next run of the Edits?

A76) These should be applied as detected. The user should be notified after each instance.

Q77) 1.24 Ability to maintain the eligibility criteria.

A77) The agency is unclear what is being asked in this instance.

Q78) 1.25 Should this trigger notifications / alerts to the assigned processor for the case? Up to what status of the application process is this to be allowed?

A78) During the entire life of the application/claim the user will be entitled to enter bills associated with the application. Alert/notifications would be at the suggestion of the successful vendor, and could be incorporated in the system.

Q79) 1.26 Are the Notes here any different than the Notes referred to in 1.8. Should there be a way to allow capture of attachments to the specific notes (for example a scan of the receipt for the bill in this context)?

A79) This section is different from section 1.8. Capture of attachments to specific notes is not contemplated by this RFP but would be considered as an added function.

Q80) 1.27 Rules to determine duplication will be established during "Define" phase?

A80) Yes.

Q81) 1.28 Will this be at the level of the current bill being entered or should all bills related to the application be scanned to determine if a duplicate bill line item was entered?

A81) All bills should be scanned for duplication within all applications in the system.

Q82) 1.29 Is this desired at the Bill Level or at the Bill Line level?

A82) Both levels. The RFP functional requirements state "in-process, approved, denied, etc.".

Q83) 1.30 Will this be a standard table of codes and descriptions that the user can choose from a dropdown? Will such a list of codes and descriptions per crime type be compiled during the "Define" phase or should the application be pulling these from some other application?

A83) The standardized table of codes for diagnosis and medical procedures can be compiled during the "Define" phase. There is currently no application being utilize that contain these codes.

Q84) 1.31 Should an interface be provided to update these codes through the UI or through scripts?

A84) The codes are based on standard medical coding; therefore these can be updated via scripts. Other options of updating will be considered during the "Define" phase.

Q85) 1.32 Is this function basically just looking at the crime type and allowed codes for it that it compares against codes presented on the bill to ensure compliance? Or is there any further checking beyond this such as descriptions on the line items, etc.?

A85) The basic functionality would require that the bills provided by service providers, which are coded, would be compared to the medical industry standard coding system to ensure compliance. Further checking could be accomplished by the claims analyst based on examination of the description of each line item.

Q86) 1.33 Is the need to just capture an textual explanation or does the app need to capture who, and when along with the why? Is there a need to also capture who and when along with the why described here?

A86) Yes there is a need to capture who the bill is from, along with the reason why it was waived. This could either be done textually or by a drop down menu.

Q87) 1.34 Are pre-defined synchronization data formats already established? Does the external system provide any webservices to facilitate this transfer? Who and what triggers synchronization?

A87) There is not yet a pre-defined external system of diagnosis and procedure codes. There is currently no known external web service to facilitate this transfer. Synchronization could be triggered via a table of codes update, or on a pre-defined maintenance schedule.

Q88) Is Case Review and Investigation ability for the ICJI users desired over the web.

A88) Yes; however, the vast majority of case review and investigation will be done within the confines of the agency.

Q89) 1.40 Are these just lists that the ICJI user would use or should the application process the list of items checked off during the application process?

A89) The application should list all necessary to-do items to ensure they are checked off during the process.

Q90) 1.42 Are there any special rules in processing such applications…for example allowed codes in the application?

A90) Allowed codes should be mirrored in both applications. There are special rules involved in processing the sexual assault application and violent crimes application. This will be approached during the "Define" phase.

Q91) 1.43 Should waiver records with who, when and why be captured here?

A91) Yes

Q92) 1.44 Should any kind of audit trail be captured for this?

A92) Yes.

Q93) 1.45 Is there a desire to be able to rollback to a previous state for the application information?

A93) No.

Q94) 1.49 Is there any stage where we stop allowing this in the lifecycle of the application processing?

A94) No.

Q95) 1.50 A protocol and specific format definitions will be needed for this if it is desired to automate this. Is the desire to have this happen automatically or is the intent for an internal user to upload the received document into the system and tie it to a specific application?

A95) The desire is to have documents associated with each specific case for which it refers.

Q96) 1.51 Is this desired to be uploadable by the user? For instance the user can scan these and upload as attachments into the system and tie it to a specific application. Or is this stuff that the ICJI user gets and adds to the application in the system?

A96) The term "user" is confusing in this question. There is a need for the ICJI Claims Analyst to be able to scan and store an electronic copy of paper documents that are submitted as part of a claim.

Q97) 1.52 It was mentioned on page 4 of the RFP that the system design doesn't include document management…security of the documents would fall in there? Can we get some clarification or details on what the desire is and if there are any specific document management system needs to work with to achieve this?

A97) ICJI currently has no document management system. 1.52 refers to the ability of the system to protect against any attempt to obtain documents without appropriate

authority. Page 4 of the RFP states that the "VCC system is to be custom developed." Custom development would not be necessary for the document management system

Q98) 1.53 How does this apply to items that are not in the system's control?
A98) All data within the system must be protected securely. This question needs clarification, as data outside of the system would necessarily be out of the system's control.

Q99) 1.55 Are there protocols/web services that are defined by the Social Security Administration that can be used for this?
A99) Any technical questions regarding protocols or interfaces with the Social Security Administration should be addressed with that federal agency.

Q100) 1.58 Can different users approve/deny different bill line items?
A100) Yes.

Q101) 1.59 Can different users approve/deny line items versus bill in its entirety?
A101) Yes

Q102) 1.64 Any audit train that needs to be captured here?
A102) Yes.

Q103) 1.65 Is the desire to have a sequential approval workflow (one reviewer at a time) or a parallel workflow (multiple reviewers simultaneously)?
A103) Sequential approval workflow is preferred.

Q104) 1.73 This is desired at the bill level correct? Not at the bill line item level?
A104) Yes, this is desired at the bill level.

Q105) 1.74 Search by name is not ideal and in some cases where the users have the single quote character in the name not accurate…can the name be a secondary criteria with something unique like the SSN being the primary criteria?
A105) Other criteria can be determined during the "Define" phase.

Q106) 1.75 Will the format and content for this be provided?
A106) The format and content will be provided during the "Define" phase.

Q107) 2.1 Is a reconciliation process in place currently that can be replicated by the system, or does the system have to include a new reconciliation process?

A107) There is no reconciliation process currently in place; therefore a new process will need to be developed.

Q108) 2.2 Are there any alerts/notifications and approval processes involved in modification of payment amounts to ensure the integrity of data? How is such a change communicated back to Encompass currently?

A108) Yes there should be an alert/approval process on amount modification; this change is currently done by hand.

Q109) 2.3 How is this file requested and secured? Are there restrictions on which user can request this? Once the file is generated, is there a need to encrypt it or secure it in any other way?

A109) There would be restrictions on which user could request this. This file currently is requested and secured via separate entry into the Encompass system. Encryption would be determined during the "Define" phase.

Q110) 2.4 Is there a pre-defined format for this data that Encompass generates?

A110) Yes

Q111) 2.8 Since actual payments seem to be issued through the Encompass system, there will be a lag between the info in the system and Encompass' data. Is the desire here to go with the data in the system as is, or should a synch with Encompass be forced prior to verification?

A111) The desire is to ensure that ICJI can verify there are enough funds available before a claim can be authorized for payment.

Q112) 2.11 Is there a need to keep track/audit of this?

A112) Yes

Q113) 2.14 As a .pdf attachment for example?

A113) PDF would be acceptable.

Q114) 2.17 Search by name is not ideal and in some cases where the users have the single quote character in the name not accurate…can the name be a secondary criteria with something unique like the SSN being the primary criteria?

A114) Yes, this can be determined during the "Define" phase.

Q115   2.18 Is there a process for reconciling this with the Encompass system that is different?
A115) No

Q116) 2.19 How does the system know if the batch isn't already processed in Encompass?
A116) It doesn't currently. This would be accomplished by notification and approval of a supervisor.

Q117) 2.20   How does the system know if the individual payment isn't already issued by Encompass?
A117) Currently, the system does not know. This is accomplished by hand.

Q118) 2.21 What set of information is contained in these that needs to be uploaded into the system and updated?
A118) This would be determined during the "Define" phase.

Q119) 2.22 Is there a rating system/rules system (such as three invalid apps) to be used or is it just block the vendor?
A119) The ability to just block a vendor.

Q120) 2.24 Are the formats defined or are these to be defined during the "Define" phase?
A120) During the Define phase.

Q121) 3.1 How do the funds get balanced out for cases that involve multiple crime types? For example, if a crime is both sex and violent, which fund should be adjusted for the payments?
A121) Sexual assault claims are tied to a very specific set of criteria, such as paying for forensic exams and related activity. Therefore, only a certain set of a) billing and b) vendors/providers could be funded under the sexual assault fund. This certain set of criteria would be the foundation of which fund would be adjusted.

Q122) 3.3 Should there be a log of such changes for accounting/verification purposes?
A122) Yes

Q123) 3.4 Is this information coming from Encompass or is this being manually entered by the ICJI user?
A123) Currently, this is entered manually.

Q124) 4.1, 4.2, 4.3 Are there pre-defined templates for these or should this be defined during the "Define" phase?
A124) These will be designated during the "Define" phase

Q125) 4.4 Is the receipt of funds recorded to the system through an upload from Encompass or by the ICJI user?
A125) This is currently manually kept. There is no interface currently with Encompass.

Q126) 5.1 Formats and templates defined during the "Define" phase?
A126) Yes

Q127) 6.1 Since there seems to be different types of external users (for example, victim, victims advocate, etc.) How different is the information needed in the registration form for the different types of users? How about internal ICJI users…how are they to be defined and administered?
A127) There does need to be a different set of criteria depending on the external user. This will be defined during the "Define" phase. Internal users will be defined during the "Define" phase.

Q128) 6.2 Should the system have a review step in the workflow where it forwards new applicants to specific ICJI reviewers so they can be approved or rejected?
A128) No, the system should be able to approve a user based on a certain set of criteria that is met.

Q129) 6.3 See 6.1
A129) This will be determined during the "Define" phase.

Q130) 6.5 Just de-activate and NOT delete? Should it also have a reason for de-activation, who de-activated, etc.?
A130) There should be an administrator delete function, however there should also be tracking and audit functions involving deactivation of a user.

Q131) 6.6 Assuming passwords need to be encrypted. Are there are defined standards around password structures for CJI?
A131) ICJI will adhere to accepted industry standards regarding secure password structure. This will be determined at the "define" phase.

Q132) 6.7 Is a "Forgot Password" or "Forgot userid" feature also desired?
A132) Yes

Q133) 6.8 It appears that there are not only roles here, but also groups that the users can belong to…for example an internal ICJI user can also be a reviewer or a user admin…is the matrix for this already defined or is this to be part of the "Define" phase?
A133) This is will be identified during the "Define" phase.

Q134) 6.19 Is the repository to be part of this same system, or will the information be fed to an external knowledge management system?
A134) It will be part of this system.

Q135) 7.1 Can a copy of these standards be obtained at the outset of the project?
A135)

http://www.it.ojp.gov	Office of Justice Programs (OJP) Information Technology (IT) Initiatives Web site.
http://www.it.ojp.gov/gjxdm	Global JXDM main page.
http://www.it.ojp.gov/jxdm	This page; the place to find all Global JXDM releases.
Contact OJP	Contact page for general questions, recommendations for future enhancements, requests for support or training, and other concerns.
Global JXDM Listserv	Application for the Global JXDM Listserv; a community of interest for developers, practitioners, and other interested persons to promote the exchange of ideas and experiences associated with the Global JXDM.
Global JXDM Knowledge Base and Helpdesk	On line technical support and a knowledge base for the Global JXDM.
Global JXDM Feedback	Bugzilla-driven comment page for technical bugs, questions, and modifications to the current release.
Schema Subset Generation Tool (SSGT)	An on-line software tool for searching and navigating the Global JXDM, and for generating Global JXDM schema subsets. We recommend you read the SSGT instruction page before you use this tool for the first time.

The National Information Exchange Model can be found at www.niem.gov

Q136) 7.2 Can a copy of these standards be obtained at the outset of the project?
A136) Yes, from the Indiana Office of Technology.

Q137) 8.1 , 8.2 Are there more recent numbers available on the number of records?
A137) What was presented during the conference is a close approximation of records. This section has been rendered moot as all data has been introduced and converted from the spreadsheets. The Access database data was too corrupt and could not be utilized, this rendering RFP requirement 8.2 moot.

Q138) What are the different browsers and versions supported?
A138) Windows Explorer 6.1; Firefox version 3.0

Q139) What are the client operating systems to be supported (if there are client side pieces for this)?
A139) Microsoft Windows XP Service Packs 2 and 3, 2002 versions.

Q140) Is it mandatory that we work with a MBE and a WBE for this project? In section 1.20 on page 9, it states that "a contract goal of 8% for Minority Business Enterprises and 8% for Woman Business Enterprises have been established and all respondents will be expected to comply with the regulation set forth in 25 IAC 5." This needs some clarification.

   A140) According to the state's Department of Administration manual, the State of Indiana has established specific goals regarding racial minority and woman-owned business enterprise participation in all purchasing activities. MBE and WBE participation is therefore a goal of the State of Indiana, and is reflected in the procurement process. It is not mandatory that bidders utilize a MBE or WBE; however, vendors demonstrating successful MBE or WBE participation will score higher in the review process. 25 IAC 5 simply is the administrative code that governs how vendors demonstrate MBE and WBE participation.

   Further questions regarding MBE or WBE should be directed to the State of Indiana's Department of Administration, MWBE offices.

Q141) Is the contractor responsible to deploy this on ICJI's infrastructure, or will ICJI's IT personnel deploy this? Will the State make available qualified personnel with the required permissions/access on the network servers to help in this if the vendor deployes this?

   A141) The vendor will deploy the system on the ICJI infrastructure. Indiana Office of Technology personnel with required permissions and accesses will be made available to facilitate deployment.

Q142) Will ICJI provide all the artwork, graphics and any other items that are to be included from the UI perspective (such as logos, images, style guides, etc)?

   A142   Yes, ICJI will provide this material.

Q143) How does ICJI handle any changes to the scope or unanticipated details that arise during the definition phase that are significant and material deviations from the prescribed requirements in the RFP? Is there a specific process that is to be followed?

   A143) ICJI will provide a project manager that will be specifically responsible to address significant and/or material deviations from the RFP. Significant and/or material deviations from the RFP can possibly be negotiated in contract amendments to the original contract. Standard policies and procedures utilized by the Indiana Department of Administration would be utilized in this process. Other policies and procedures of IDOA would all address significant or material deviations issues that arise.

Q144) What is the current minimum, maximum and average processing time per claim?
A144) ICJI currently has no minimum, maximum or average processing time per claim compiled.

Q145) Is ICJI open to let the contractor use an iterative methodology and split up the project into multiple project iterations?
A145) ICJI would be open to this methodology. In fact, the consultant's report acknowledges the propriety of utilizing this model.

Q146) What are the systems currently being used for document management and workflows?
A146) All document management is paper-based by hand. There are no computerized document management or workflow processes. Workflows currently are dictated by Indiana Code and agency policy/procedure.

Q147) Does "training for users" include internal users only? How many users are involved? Are they all at the same location? How extensive is the training desired to be?
A147) Training for users is for internal ICJI users only. There will be an anticipated number of a maximum of ten users, including supervisors and an administrator. Training will need to meet every facet of the system's capability, ensuring that the internal user can competently use the system.

Q148) Does ICJI have development and testing environments that can be used for this, or should we plan on our own environments? If so, can we get some specs on the production environment so we try to be as close as possible to the production environment?
A148) ICJI has no practical testing and development environment. Appropriate specs of the current production environment would be provided to the successful vendor.

Q149) Does ICJI have an existing deployment of MOSS2007, SQL server (if so what version)?
A149) Phase one is currently on Microsoft SQL server 2008.

Q150) Are there any specific delivery deadlines or schedule(s) that ICJI has for the delivery of this system?
A150) The anticipated go live date of late July 2010 is the only specific deadline. Schedules and deadlines are to be a negotiated portion of the successful vendor's contract.

Q151) Does ICJI have test data that it can supply for the purposes of deployment and testing?
A151) Current data in use has specific confidentiality laws for which it applies. ICJI can provide some sort of test data for the purposes of development and testing.

Q152) Does ICJI have flow charts/process diagrams for the process involved that can be used as a start point?

A150) Yes, ICJI will provide these during the "Define" phase.

Q153) Is the print function for both internal ICJI staff and external user or is provided only for the ICJI staff? (Requirement 1.21)

A153) Currently, only for internal ICJI staff. External print functionality will be discussed during the "Define" phase.

Q154) Will all the eligibility criteria, as mentioned in Requirement 1.24, be provided prior to the start of the application development?

A154) Yes the eligibility criteria, defined by Indiana law and administrative code will be provided prior to the start of development.

Q155) Does the bill submitted need to be tied to the application?

A155) Yes, the bill should be tied to a specific application.

Q156) What are the rules to check for duplicate bills? Is it by the bill number or name on the bill or any other rule? (Requirement 1.27)

A156) These rules will be determined during the "Define" phase.

Q157) How many internal users will the VCC application have? Will the system have one or multiple administrators that will control the access of the internal users? Will there be different permission/access levels for internal users?

A157) There will be approximately ten internal users. ICJI anticipates two to three administrators. Different users may have different access or permission levels.

Q158) Who will be the recipient of the alert emails? Is it the admin or alert requestor?

A158) The internal alert requestor should be the recipient.

Q159) Who will the ability to update the pre-defined diagnosis and procedure codes? Is it admin or external user or both? (Requirement 1.31)

A159) The administrator would have the ability to update the codes.

Q160) What are the rules to flag a bill as ineligible?

A160) These rules will be determined during the "Define" phase.

Q161) Can you provide more details on Requirement 1.34 (synchronization of diagnosis and procedure codes)?

A161) The medical industry has a standardized set of diagnosis and procedure codes standardized as ICD-9-CM. These can be found at:

http://www.cms.hhs.gov/ICD9ProviderDiagnosticCodes/06_codes.asp

Q162) What are the rules to register an external user? (Requirement 6.2)

A162) This will determined during the "Define" phase.

Q163) What are the different user roles (Requirement 6.8)

A163) Requirement 6.8 refers to internal users as claims analyst, intake, supervisor, division director and system administrators.

Q164) Can external users modify an already submitted application? If so, is there a point where they can no longer?

A164) Yes, an external user can modify a submitted application. There is not a point where they could no longer modify the claim, until closed by the appropriate claims analyst.

Q165) Does SSN field need to be encrypted? (Requirement 1.53)

A165) Yes

Q166) Will ICJI provide any API's to interface with the Social Security Administration? (requirement 1.55)

A166) No, ICJI will not provide the Application Programming Interface. Any API utilized would need to comply with the technical requirements promulgated by the federal Social Security Administration.

Q167) Do the internal users have the ability to modify (decline/edit) an approved application? If so, can all internal users or specific access levels? What are the rules governing the modification of approved applications?

A167) Internal users should have the ability to modify an approved application, with appropriate supervisory approval and tracking of all changes. Rules governing modification will be determined during the "Define" phase.

Q168) Does ICJI want to take ownership of the application source code? Do they accept licensing agreement of the source code?

A168) ICJI desires to take ownership of the source code. Custom software applications paid with federal grant funds will be made available to other uses without regard to licensing fees.

Q169) Is typing the name sufficient for electronic signature? (requirement 1.11)
    A169) This will be determined at the "Define" phase.

Q170) Is efax considered a medium for submitting an application? (requirement 1.19)
    A170) ICJI must consider utilization of efax; this can be defined in the "Define" phase.

Q171) What are the business rules for the system to send an alert when an application involves litigation? (Requirement 1.81)
    A171) The desire is for ICJI to be alerted when a potential claimant may have litigation that could result in restitution for damages, civil suit, etc.

Q172) Is check the only payment type?
    A172) No, direct deposit (ACH) is also a payment type.

Q173) Can ICJI provide the payment batch file format required by the Encompass PeopleSoft system? (requirement 2.3)
    A173) ICJI will provide all possible formats required by PeopleSoft.

Q174) Will this system control all balances and payments or will PeopleSoft feed this system the financial data?
    A174) PeopleSoft will feed financial data into this system.

Q175) How important is the ability for this system to support foreign languages? If so, what foreign languages must the system support?
    A175) Although not required by the RFP, it is envisioned that application screens could involve Spanish language translations.

Q176) Could you please provide the relational Access DB layout of the current system?
    A176) The relational Access DB data is too corrupt for use; therefore this issue is moot.

Q177) Would the state consider allowing the contractor's company to host the application and handle the disaster recovery of the system?
    A177) No.

Q178) Please clarify the requirements of functional requirement 1.34 – what type of integration and do you have any available layouts?
    A178) No system has been developed with these codes. The medical industry has a standardized set of diagnosis and procedure codes, standardized as ICD-9-CM. These can be found at:
        http://www.cms.hhs.gov/ICD9ProviderDiagnosticCodes/06_codes.asp

Q179) Please clarify the requirements of functional requirement 2.24 – what type of integration and do you have any available layouts?
A179) Layouts of this type can be provided during the "Define" phase.

Q180) Please clarify the requirements of functional requirement 4.5 – what type of integration and do you have any available layouts?
A180) JTAC layouts will be made available during the "define" phase.

Q181) In section 1.51 "ability to scan and store electronic copy of documents" – who would be doing the scanning? Is the vendor going to receive the documents to scan and attach to cases?
A181) Internal ICJI staff will scan all documents to be incorporated into the case file.

Q182) In section 1.52 "ability to protect certain data in documents, i.e. SSN, with appropriate security", what kind of document types are these that have confidential information? How many documents need to be filed protected?
A182) Potentially, all documents will need to be file protected due to federal and state confidentiality statutes. Document types could include claims, bills, reports, and other forms.

Q183) In section 1.84 and 1.86, "ability to process 100 documents per case" – what is meant by process?
A183) "Process" means the ability to incorporate the document into each specific case file. This can be determined during the "Define" phase.

Q184) Is this a multi-year contract? If so, how many?
A184) This can be negotiated at the time of contracting.

Q185) The RFP states the following on page 3:

Section 1.4 Summary of Scope of Work "The new system will replace the existing system components except those components replaces in the phase one portion of this project – currently in progress by Sterling Creek company." Is Sterling Creek eligible to bid on this RFP?
A185) Yes

Q186) The RFP states the following on page 3:

Section 1.4 Summary of Scope of Work "The new system will replace the existing system components except those components replaces in the phase one portion of this project – currently in progress by Sterling Creek company." What does the phase one portion of the project include?

A186) Please see the attached Appendix A, "Functional Requirements Table" for a list of requirements met during phase one by Sterling Creek.

Q187) The RFP states the following on page 17:

Section 2.4. Technical Proposal; subsection 2.4.2 "Describe the database design and processing functionality of the proposed system, specifically verifying and validating the following functional items."

A list of Functional Requirements is presented on pages 18-26. Were these functional requirements developed in consultation with Sterling Creek or with another vendor? If a vendor developed the functional requirements, is the vendor eligible to bid on this RFP?

A187) Functional requirements of the RFP were determined by the Executive Director of the Indiana Criminal Justice Institute. The final Crowe consulting report regarding the VCC system was utilized in determining functional requirements. Crowe is eligible to bid on this RFP; all statutes involving procurement by a state agency will be followed. Sterling Creek did not develop any of the functional requirements.

Q188) The RFP states the following on pages 17 thru 26:

Section 2.4. Technical Proposal; subsection 2.4.2 "Describe the database design and processing functionality of the proposed system, specifically verifying and validating the following functional items."

a. We have developed a set of proprietary reusable components that would help reduce total implementation cost. We would provide a perpetual non-transferrable license for $0 to be exclusively used on this system. Is this acceptable?
b. What are the requirements for electronic signatures? (Pages 18—Item 1.11)
c. Is a tabular format acceptable or do we have to replicate the exact format of the original form? (page 19 – Item 1.21)
d. Does the external system expose an XML web service to enable the new application to interact with? If no, will you be responsible for implementing the capability? (page 19—item 1.34)

e. Please elaborate on what you mean – are you referring to scanned documents? (page 20 – item 1.52, 1.53, 1.54)

f. Does the Social Security Administration system expose an XML web service to enable verifying victim's SSN? If no, will you be responsible for implementing the capability?

g. Please provide the documented application approval rules to ensure that these could be modified without the help of technical support (page 20—item 1.61)

h. Please provide the documented bill approval rules to ensure that these could be modified without the help of technical support (page 20 – item 1.63)

i. Does the Encompass PeopleSoft system expose an XML web service to enable updating payment record? If no, will you be responsible for implementing the capability? (page 22 – item 2.4)

j. Please provide the documented payment batch criteria to ensure that these could be modified without the help of technical support. (page 22 – item 2.6)

k. Does the Encompass PeopleSoft system expose an XML web service to enable synchronization of vendor master file? If no, will you be responsible for implementing the capability? (page 23 – item 2.24)

l. Please define the type of integration with the Indiana Supreme Court Judicial technology and Automation Committee (JTAC) Clerk's Financial System? Does this system expose an XML web service to enable integration? If no, will you be responsible for implementing the capability? (page 23 – item 4.5)

m. Please provide a complete list of pre-defined reports/queries (page 23 – item 5.2)

n. Please provide a complete list of ad-hoc reports/queries (page 24 – item 5.3)

o. Please provide clarifications on what type of content you are envisioning publishing to users without the help of technical support? (page 25 – item 6.22)

p. Who is responsible for developing the tutorial on how to use the system? (page 26 – item 6.22)

q. Excluding the interfaces identified previously, please list additional systems the new application is required to interface with (page 25 – item 7.1)

r. For clarification purposes, you require the system to support external data entry and inquiry screen labels to be displayed in Spanish and not translation of collected data? Right? (page 26 – item 7.9)

s. Who will be responsible for cleansing the source data to be migrated?

A188) a. As this system will be procured via the use of federal grant dollars, this system will be available to any federally funded agency. Therefore, perpetual licensing would not be appropriate under these circumstances.

b. Electronic signatures will be determined in the "Define" phase. Generally, electronic signatures should meet acceptable industry standards.

c. This will be determined at the "Define" phase.

d. This will be determined during the "Define" phase.

e. This refers to supporting documents scanned into the system for each claim.

f. The Social Security Administration is a federal agency; therefore technical questions regarding interfaces and XML exposure should be addressed to this agency.

g. This will be provided and determined during the "Define" phase.

h. This will be provided and determined during the "Define" phase.

i. Yes, the vendor will be responsible to design an interface.

j. This will be provided and determined during the "Define" phase

k. Yes, the vendor will be responsible to design an interface.

l. The type of integration is XML web service-based. This system exposes an XML web service to enable integration.

m. This will be determined during the "Define" phase.

n. This will be determined during the "Define" phase.

o. The content envisioned will allow an external user to access an online tutorial on how to use the portion of the system available to external users.

p. The successful vendor will develop the tutorial in conjunction with personnel from the Indiana Criminal Justice Institute. This will be accomplished during the "Define" phase.

q. All systems have been identified in this RFP.

r. External data and inquiry screens must be translatable.

s. Data has been migrated in phase one. Any additional migration becomes the responsibility of the successful vendor for phase two.

Q189) The RFP states the following on page 26 and 27:

Section 2.4. Technical Proposal; subsection 2.4.3 "Describe the system hardware requirements of proposed hardware components where applicable."

a. Page 26 item 2.4.3.3 Unsure how the application is expected to have any impact on this requirement—is this requirement relevant?
b. Page 26 item 2.4.3.5 Unsure how this is a realistic requirement?
c. Page 27 Item 2.4.4.3, 2.4.4.5, 2.4.4.6, 2.4.5 Unsure how this is applicable to a custom application?

A189) a. This requirement is relevant. Available FTE and expertise will be made available to the successful vendor regarding disaster recovery.

b. This is a realistic requirement. The anticipated operating systems would be Windows XP, various versions up to and including Windows 7.

c.   Please describe to the best of your ability the applicable items, as they are relevant to the needs of this custom application. If you do not believe this to be applicable or relevant, please identify reasons and supporting data.

Q190) The RFP states the following on pages 26 and 27:

Section 2.4 Technical Proposal; subsection 2.4.3 "Describe the system hardware requirements of proposed hardware components where applicable."

Section 2.4   Technical Proposal; subsection 2.4.4.1 "The hardware and software environment required to support the proposed software."

Is the vendor expected to provide hardware and system software? Or are we to prescribe what the state should provide?

A190) Section 2.4.4 states "Describe what the state will be required to provide…". Therefore, the vendor should indicate exactly what hardware and software is necessary to operate the successful vendor's system. Please describe any and all hardware and software environments necessary to operate your application, where applicable.

Q191) The RFP states the following on pages 4 and 27:

Section 1.4   Summary and Scope of Work "the new VCC system is the be custom-developed."

Section 2.4   Technical Proposal; subsection 2.4.5 "Methods of access to the help desk; Hours that the help desk is available; Service levels provided by the help desk; Escalation process. Any penalties for not meeting the help desk service levels."

Significant help desk support is more usually associated with a product solution, rather than a custom solution. What are the requirements for help desk coverage? Is the company writing the custom solution required to support the product 24x7?

A191) The requirements for help desk coverage will be determined during the "Define" phase. It is anticipated internal users of the custom solution would have available to them a help desk during normal business hours.

Q192) The RFP states the following on page 27:

Section 2.5.2   Cost Proposal; subsection 2.5.2 "List all one-time costs".
We have developed a set of proprietary reusable components that would help reduce total implementation cost. We would provide a perpetual non-transferrable license for $0 to be exclusively used on this system. Is this acceptable?

A192) No, as this system must be made available to other public agencies receiving federal funding via grants. Therefore, the non-transferrable license would not be useful in this instance.

Q193) The RFP states the following on page 27:

Section 2.5.2 Cost proposal; subsection 2.5.2 "List all one-time costs."

Can we specify an assumed scope in some areas of the functional requirements and if needed, use a change control process to adjust the scope as discovery occurs?

A193) Yes, the vendor may specify an assumed scope in some areas of the function requirements. However, phase one functional requirements that have been met are listed in Appendix "A".

Q194) Per 1.1, please confirm that the victim or claimant will not be entering or updating the application via the internet.
A194) The external user, i.e. victim/claimant will enter and update the application via the internet.

Q195) Per 1.1, will the victim's advocate have the ability to input and update new and ongoing applications?
A195) Yes

Q196) Per 1.1, will service providers have the ability to input new applications, or only the ability to update existing applications input by either the victim's advocate or internal CJI staff?
A196) If a service provider is making the initial application, they will have the ability to enter or update an application.   Otherwise, a service provider may only submit documentation, such as billing to an existing claim.

Q197) Per 1.1; what other groups of users will be expected to access via the internet?
A197) This will be determined during the "Define" phase.

Q198) Per 1.11, what is an acceptable form of electronic signature?
A198) This will be determined during the "Define" phase. Electronic signatures generally should be in the form of current industry standards.

Q199) Per 1.1 and 1.13; can an application originating from an external user be re-assigned to a different external user?
A199) No.

Q200) Per 1.1 and 1.13, should users be associated to a provider? In other words, can multiple users from one provider access claims originating from other users within the same organization? (i.e. shift change at a hospital) If so, what security measures need to be in place in order to prevent a victim's personal information?
A200) Multiple users from one provider is allowable, provided they have the appropriate user name, password and claim number. Functional requirements regarding logging of user access is one security measure; providers are bound by state and federal law regarding the dissemination of a victim's personal information.

Q201) Per 1.25, what information will be provided to various service providers to identify a victim's application?
A201) This will be determined during the "Define" phase.

Q202) Per 1.25, how will the service provider know which claim to apply the bill to?
A202) This will be determined during the "Define" phase.

Q203) Per 1.25, what support mechanism at CJI can be utilized to support the communication among the victim's advocate (who files the application), service provider(s) (who update the application), the victim or claimant, and CJI personnel?
A203) This will be determined during the "Define" phase.

Q204) Per 1.46, does this apply based on the answer to question (1) above?
A204) Yes

Q205) Per 1.49, will there be limitations on document size?
A205) This will be determined during the "Define" phase.

Q206) Per 1.49, will there be limitations to document types?
A206) This will be determined during the "define" phase.

Q207) Per 1.49, will external users have the ability to review documents once they are submitted?

A207) This will be determined during the "Define" phase; however, no document review is contemplated at this time…only to review if a document has been successfully submitted.

Q208) Per 1.49, will external users have the ability to delete documents once they are submitted?

A208) No

Q209) Per 1.51, is the web application itself expected to support a scanner interface?

A209) Yes, but this will be determined during the "Define" phase.

Q210) Per 1.53 and 1.54, is the application expected to automatically mask an SSN in scanned or electronic documents?

A210) At this time, it is anticipated that SSNs will be masked. This can be approached during the "Define" phase.

Q211) Per 1.72, does this apply based on the answer to question (1) above?

A211) Yes

Q212) Per 1.73, does this apply based on the answer to question (1) above?

A212) Yes

Q213) Per 1.74, which users does this apply to?

A213) This only applies to internal users.

Q214) Per 1.76, does this apply based on the answer to question (1) above?

A214) Yes

Q215) Per 2.16, is this limited to service providers and victim's advocates?

A215) No

Q216) Per 4.5, does all of the information requested in 4.1-4.4 exist and is functional in the current JTAC Clerk Financial System?

A216) According to JTAC, yes.

Q217) Per 6.3, does this apply for "victim" based on the answer to question (1) above?

A217) Yes

Q218) Section 6 – Publishing information: will the content areas of the web application be pre-defined?
A218) This will be determined during the "Define" phase.

Q219) Section 8 – Data Conversion: Can CJI confirm that these files are not corrupt and are referentially intact?
A219) This section is moot as it has been determined that any data within the Access database is too corrupt to be usable.

Q220) Per 2.4.3.3, will IOT be responsible for the backup and restore?
A220) Disaster recovery and restore is the purview of IOT; the successful vendor will be expected to work in cooperation with IOT to accomplish these goals.

Q221) Per 2.4.3.5, please list the operating systems this application must operate on.
A221) Windows XP, service packs 2 and 3

Q222) Per 2.4.5.2, what hours are required or expected for help desk support?
A222) Normal business hours

Q223) Per 2.5, how do we obtain a list of IOT charges, maintenance, estimated annual increases, etc?
A223) By contacting the Indiana Office of Technology, at (317) 234-4357, www.in.gov/iot on the internet, or at the following address:

Indiana Office of Technology
Indiana Government Center North
100 North Senate Avenue Room N551
Indianapolis, Indiana 46204

APPENDIX A

Functional Requirements Table

The following indicates whether Functional Requirements have been met in Phase One of the project by Sterling Creek.	MET	NOT MET
1. Case Management		
Application Entry		
1.1. Ability for an external user (victim, provider, etc.) to fill out an application via the Internet.		X
1.2. Ability to vary the application based upon the type of crime/fund – sex or violent.	X	
1.3. Ability to capture all required data on the application.	X	
1.4. Ability to make the application dynamic based upon answers to previous questions. For example, if the birth date entered on a sex crime application indicates that the victim is a minor, the question must be asked whether the police and/or Child Protective Services has been contacted.	X	
1.5. Ability to require a description when "Other" is selected as the answer to a question.	X	
1.6. Ability to flag a victim as a minor based upon the birth date entered.	X	
1.7. Ability to capture an email address for the applicant to which correspondence and updates can be sent.		X
1.8. Ability to enter free-form notes regarding the application.	X	
1.9. Ability to capture who is filing the claim (e.g. victim, victims advocate, provider, etc.)		X
1.10. Ability to obtain acceptance by the applicant to specific terms and conditions related to the application process.		X
1.11. Ability to accept electronic signatures.		X
1.12. Ability for an external user to submit an application via the Internet.		X
1.13. Ability to save an unfinished application without submitting it via the Internet.		X
1.14. Ability to cancel an application that has not been submitted via the Internet.		X
1.15. Ability to restrict the submission of an application via the Internet if all required data fields have not been completed.		X
1.16. Ability to automatically assign a case number to the application upon submission.	X	
1.17. Ability to immediately acknowledge the successful submission of the application via the Internet.		X
1.18. Ability to generate and send an email to the applicant to confirm submission and indicate assigned case number.		X

The following indicates whether Functional Requirements have been met in Phase One of the project by Sterling Creek.

	MET	NOT MET
1.19. Ability for internal ICJI users to manually enter an application submitted via mail, fax, or hand-delivery.	X	
1.20. Ability to capture the method in which an application was submitted (e.g. online, mail, fax, or hand-delivery).		X
1.21. Ability to export an application to a printer-friendly version.	X	
1.22. Ability to automatically check specific eligibility criteria at the time application is submitted (e.g. did the crime occur in Indiana?).		X
1.23. Ability to flag applications that do not meet eligibility criteria.	X	
1.24. Ability to maintain the eligibility criteria.		X
Bill Entry		
1.25. Ability for internal and external users to enter bills associated with an application at any time; not just at the time the application is submitted.		X
1.26. Ability to enter notes regarding entered bills.	X	
1.27. Ability to check for duplicate bills in the system and provide alert.		X
1.28. Ability to check for duplicate bill line item in the system and provide alert.		X
1.29. Ability to capture the status of a specific bill (e.g. in-process, approved, denied, etc.)	X	
1.30. Ability to pre-define eligible diagnosis and procedure codes for bills based upon the type of crime.		X
1.31. Ability to update pre-defined diagnosis and procedure codes at any time.		X
1.32. Ability for the system to automatically check and flag bills containing ineligible diagnosis and procedure codes.		X
1.33. Ability to waive a bill flagged by the system as ineligible and capture an explanation.	X	
1.34. Ability to integrate with a defined external system to synchronize diagnosis and procedure codes.		X
Case Review and Investigation		
1.35. Ability to assign applications to a specific ICJI user automatically based upon business logic.		X
1.36. Ability to modify assignment business logic.		X
1.37. Ability to assign applications to a specific ICJI user manually.		X
1.38. Ability to queue applications in an "Inbox".		X
1.39. Ability to view a case electronically.		X
1.40. Ability to maintain to-do list and checklist of action items by case.		X

The following indicates whether Functional Requirements have been met in Phase One of the project by Sterling Creek.

	MET	NOT MET
1.41. Ability to capture the status of an application (e.g. in-process, approved, denied, awaiting payment, etc.).	X	
1.42. Ability to link a sex crime application to a violent crime application when both apply to the same incident.	X	
1.43. Ability to waive an ineligible application and continue processing.	X	
1.44. Ability for internal ICJI users to modify application information once submitted.	X	
1.45. Ability to track updates to application information.		X
1.46. Ability for applicants to update their own address via the Internet.		X
1.47. Ability to track the address from original application and the most recent address change.		X
1.48. Ability to track investigation of a case (e.g. cooperation, other funding sources, etc.).	X	
1.49. Ability for external and internal users to submit additional case documents via Internet after initial application has been submitted.		X
1.50. Ability to store documents received electronically and associate with the corresponding case.		X
1.51. Ability to scan and store electronic copy of paper documents. Examples: - Application - Medical bills - Driver's license - Police Report - Probable Cause Affidavit - Copy of insurance card		X
1.52. Ability to protect documents with appropriate security.		X
1.53. Ability to protect certain data in documents, i.e. SSN, with appropriate security.		X
1.54. Ability to permit viewing documents and/or data fields in documents in the system to users with appropriate security.		X
1.55. Ability to interface with Social Security Administration to verify victim's social security number.		X
1.56. Ability to approve/deny/pending an application.	X	
1.57. Ability to capture user that approved/denied an application.	X	
1.58. Ability to indicate approval/denial for a bill **by line item**.		X
1.59. Ability to capture user that approved/denied a bill.	X	
1.60. Ability to prevent the approval of an application based upon pre-defined business rules.		X

The following indicates whether Functional Requirements have been met in Phase One of the project by Sterling Creek.

	MET	NOT MET
1.61. Ability to modify application approval rules without the help of technical support.		X
1.62. Ability to prevent bill approval based upon pre-defined business rules.		X
1.63. Ability to modify bill approval rules without the help of technical support.		X
1.64. Ability to approve a case that was previously denied, and vice versa.	X	
1.65. Ability to establish workflow for a defined chain of approvals.		X
1.66. Ability to modify the approval workflow without the help of technical support		X
1.67. Ability to close a case.	X	
1.68. Ability to reopen a previously closed case.	X	
1.69. Ability to route a case to another user.		X
1.70. Ability to log and display the approval history.		X
1.71. Ability to track cases undergoing appeal.	X	
1.72. Ability for applicants to see the status of a submitted application via the Internet.		X
1.73. Ability for applicants to see the status of a submitted bill via the Internet.		X
1.74. Ability to search for a case by the following: case number, victim's SSN, victim's date of birth, crime date, **analyst name**.		X
Alerts / Notifications		
1.75. Ability to generate an email to the applicant when status changes (e.g. approved, denied etc.).		X
1.76. Ability to generate reminder emails to the applicant.		X
1.77. Ability to create pre-defined letter templates without the help of technical support.		X

	MET	NOT MET

1.78. Ability to generate follow-up letters using pre-defined templates that can be emailed or printed.
Examples:
 	
   • Confirmation of received application
   • Confirmation of received bill
   • Notification of application status update (e.g. approved, denied etc.)
   • Notification of bill status update (e.g. approved, denied etc.)
   • Request for additional information
   • Request for police report
   • Request for prosecutor's letter
   • Request for Restitution
   • Application approval letter
   • Bill approval letter
   • Denial letter
   • Notice of duplicate application
   • Notice of duplicate bill
		X

1.79. Ability to store electronic copy of any letter sent out.		X
1.80. Ability to issue a mass communication to a group of external users (e.g. change in process, law, new announcements, etc.).		X
1.81. Ability to send an alert when an application involves litigation.		X
1.82. Ability to send an alert when a due date has passed.		X
Volume		
1.83. Ability to process approximately 1000 violent crime applications per year.	X	
1.84. Ability to process approximately 100 documents per violent crime application (mostly one-sided, size 8.5 x 11).		X
1.85. Ability to process approximately 3000 sex crime applications per year.	X	
1.86. Ability to process approximately 100 documents per sex crime application (mostly two-sided, size 8.5 x 11).		X

2. Payment Management

	MET	NOT MET
2.1. Ability to verify the outstanding balance on a received bill.	X	
2.2. Ability to modify the amount of a payment.	X	
2.3. Ability to generate a payment batch file in predefined format required by the Encompass PeopleSoft system.		X
2.4. Ability to update payment record with warrant number and payment date from the Encompass PeopleSoft system.	X	

The following indicates whether Functional Requirements have been met in Phase One of the project by Sterling Creek.

		MET	NOT MET
2.5.	Ability to automatically create a payment batch based upon pre-determined criteria.		X
2.6.	Ability to modify automatic payment batch criteria without the help of technical support.		X
2.7.	Ability to manually generate a payment batch.	X	
2.8.	Ability to verify that enough funds are available before generating a payment batch.		X
2.9.	Ability to prevent payment batch generation when not enough funds available and provide alert.		X
2.10.	Ability to review the payments in a payment batch before finalizing.	X	
2.11.	Ability to remove individual payments from a payment batch before finalizing.	X	
2.12.	Ability to generate detailed payment statements per payee to accompany payment		X
2.13.	Ability show paid and unpaid items on a payment statement.		X
2.14.	Ability to export payment statements in printer-friendly version to send via mail.		X
2.15.	Ability to export statements in email-friendly version.		X
2.16.	Ability for external users to access payment statements via the Internet.		X
2.17.	Ability to search payments by date range, service provider, victim name, warrant number, etc.		X
2.18.	Ability to issue an emergency payment.		X
2.19.	Ability to cancel a payment batch.	X	
2.20.	Ability to cancel an individual payment.	X	
2.21.	Ability to process returned warrants.		X
2.22.	Ability to block vendors from future payments.		X
2.23.	Ability to generate payments daily.		X
2.24.	Ability to automatically synchronize vendor file with the vendor master file in the Encompass PeopleSoft system.		X

3. Fund Management

		MET	NOT MET
3.1.	Ability to maintain the fund balances for violent and sex crime compensation.		X
3.2.	Ability to automatically update the fund balance based upon generated payments.		X
3.3.	Ability to automatically update the fund balance based upon returned warrants.		X

The following indicates whether Functional Requirements have been met in Phase One of the project by Sterling Creek.

		MET	NOT MET
3.4.	Ability to record collected revenue by type (e.g. restitution, donation, overpayment, etc.).		X
3.5.	Ability to automatically update the fund balance based upon collected revenue.		X
4. Collections			
4.1.	Ability to generate restitution requests and orders		X
4.2.	Ability to generate subrogation requests and orders		X
4.3.	Ability to generate punitive damages requests and orders		X
4.4.	Ability to track receipt of funds by case by collection type		X
4.5.	Ability to integrate with the Indiana Supreme Court Judicial Technology and Automation Committee (JTAC) Clerk's Financial system.		X
5. Reporting / Metrics			
Reports / Queries			

5.1.	Ability to generate Federal report data.
	    5.1.1. Victim Compensation Grant Program State Performance Report
	    5.1.2. Crime Victim Compensation State Certification Form
			X

5.2.	Ability to run pre-defined reports / queries.	X	

	MET	NOT MET

5.3. Ability to generate ad-hoc reports / queries based on user-selected criteria.
Examples:
   ▪ Cases by crime type
   ▪ Cases by status
   ▪ Cases by denial reason
   ▪ Approved bills that have not been paid
   ▪ Cases awaiting follow-up
   ▪ Statistics regarding victim's age, race and gender
   ▪ Cases involving loss of income and/or loss of support
   ▪ Cases approaching the maximum award amount
   ▪ Total amount paid, denied, and pending per provider
   ▪ Cases by county and amount paid
   ▪ Cases by appeal reason
   ▪ Denials by county, and reason
   ▪ Total amount of pending payments
   ▪ Fund revenue and expenditures
   ▪ Number of cases eligible for payment compared with actual number paid
   ▪ Trend analysis information
   ▪ Amount paid to actual victims compared with amount paid to providers
   ▪ Revenue by Type
   ▪ Number of cases by who filed claim (victim, advocate, etc.)
   ▪ Payments to non-residents of Indiana
		X

5.4. Ability to export report data to Microsoft Excel.		X
5.5. Ability to limit report/data access based upon user permissions.		X
Performance Metrics		
5.6. Ability to track average claim processing time.		X
5.7. Ability to track number of claims processed by user.		X
5.8. Ability to track time from application date to approval/denial.		X
5.9. Ability to track time from bill receipt to payment/denial.		X
5.10. Ability to track a specified payment goal against actual total amount paid.		X
5.11. Ability to track number of users in the system at a time.		X
5.12. Ability to track revenue collection by type, by county, by defined time period		X
5.13. Ability to track number of claims submitted by fund type, by ICJI funded victim advocate, by defined time period		X

6. Administration

Users		

The following indicates whether Functional Requirements have been met in Phase One of the project by Sterling Creek.	MET	NOT MET
6.1. Ability for external users to register to use the system via the Internet.		X
6.2. Ability for ICJI to approve external users before access to use the system is granted.		X
6.3. Ability to collect specific user information based upon type of user (e.g. victim, provider, victims' advocate, etc.).		X
6.4. Ability to capture user's email address.		X
6.5. Ability to inactivate users in the system.		X
6.6. Ability to manage user passwords in the system.		X
6.7. Ability for users to change their own password.		X
Security		
6.8. Ability to assign system permissions by role.	X	
6.9. Ability to assign add/update/view/delete/search permissions.	X	
6.10. Ability to apply security at system, page, and field level.		X
Data Field Choices		
6.11. Ability to maintain data field choices (such as denial reasons, crime categories, etc.) without the help of technical support.		X
Audit Trail		
6.12. Ability to track who made changes and when changes were made.		X
6.13. Ability to track changes made to pre-defined input fields in the system (i.e. address change, crime category change).		X
6.14. Ability to track claim approval by user	X	
Publishing Information		
6.15. Ability to publish content to users without help of technical support.		X
6.16. Ability to publish instructions on using the system.		X
6.17. Ability to publish frequently asked questions.		X
6.18. Ability to publish new features available, process changes, etc.		X
Knowledge Repository		
6.19. Ability to maintain a knowledge repository of case decisions.		X
6.20. Ability to maintain a knowledge repository of applicable statutes, codes and guidelines		X
Help		
6.21. Ability to provide page and field-level help.		X
6.22. Ability to provide a tutorial on how to use the system.		X

The following indicates whether Functional Requirements have been met in Phase One of the project by Sterling Creek.

		MET	NOT MET
7. Technical Architecture			
7.1.	The system must be compliant with government information exchange standards such as Global Justice XML (GJXML) and National Information Exchange Model (NIEM) to allow future data exchange with other agencies.		X
7.2.	The system must be written on an industry supported technology platform (e.g. Java / .NET/ SQL Server/Oracle 10g) and must comply with Indiana Office of Technology (IOT) standards.	X	
7.3.	The system must follow industry development best practices.	X	
7.4.	The system must provide a consistent user interface.	X	
7.5.	The system must be flexible enough to extend as the business processes change.		X
7.6.	The system must store information in a consistent database structure and ensure referential integrity.	X	
7.7.	The system must provide data-entry validation, where possible.	X	
7.8.	The system must be easily supported by ICJI with little help from technical support.		X
7.9.	The system must support foreign language translation (for Spanish) on all external data entry and inquiry screens.		X
7.10.	The system must be available twenty-four hours a day, seven days a week.	X	
7.11.	A prototype of the designed system must be presented and approved before development of the actual system begins.		X
8. Data Conversion			
8.1.	The data from the Excel spreadsheet must be converted to the new system. Note: As of 8/15/2007, there were approximately 6875 records.	X	
8.2.	The data from the Access database must be converted to the new system. Note: As of 8/15/2007, there were approximately 26,345 records.	X	